

Toll Lieutenant

California State Personnel Board Specification

- **Schematic Code:** CS30
- **Class Code:** 1701
- **Established:** 07/06/1951
- **Revised:** 02/02/1983
- **Title Changed:** --

Definition

Under general direction, either (1) to have charge of and be responsible for the toll collection activities during one of the shifts on a major State-operated toll bridge; or (2) to be in charge of the toll collection activities on one or more minor State- operated toll bridges; and to do other related work.

Typical Tasks

Directs and is responsible for toll collection activities on State- operated toll bridges; determines in advance the number of stations required each day and arranges for necessary personnel to man these stations; assigns or directs the assignment of the toll collection staff to their stations and directs and instructs them in their duties; evaluates staff performance and takes or recommends appropriate action; reviews reports covering all phases of the work of the toll collection staff and advises on policies and procedures; personally instructs or assigns an instructor, as required, to maintain established toll collection standards; enforces toll collection policies and procedures; deals with the most difficult problems and adjusts complaints of the general public; maintains an inventory of supplies and equipment; is responsible for maintaining equipment in good working condition and keeping toll plazas and toll booths neat and orderly; acts as a peace officer as occasion requires; prepares reports and correspondence.

Minimum Qualifications

Two years of experience performing the duties of Toll Sergeant in the California state service.

Knowledge and Abilities

Knowledge of: Toll assessing and collecting problems, procedure, and equipment; State laws, rules, and regulations pertaining to toll bridges; principles and techniques of personnel management; Department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Direct the work of, communicate with and train a large staff on a multiple shift operation; analyze independently and deal with difficult situations involving the public and personnel; adopt an effective course of action; write reports and correspondence; effectively contribute to the department's affirmative action objectives.

Special Personal Characteristics

Willingness to work on rotating shifts; ability to remain in a confined area for long periods of time; good memory for license numbers, faces, and incidents; neat personal appearance; pleasing personality.

Updated 6/3/2012